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Primo [Library Catalog]: Towards a Socially Just Search System

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Primo: Towards a Socially Just Search System

Molly Gunderson &
Kimberly Willson-St. Clair
Portland State University Library



ELUNA 2019
May 1, 2019

Social Justice

fairness AND inclusion

Encyclopedia of Education

Social Justice

A perspective on the development and structure of society and its components that focuses on equality and human rights. Social justice is achieved when all members of society can have human rights recognized and access the benefits of their society so that they can realize their potential.

A Dictionary of Occupational Science and Occupational Therapy

Orbis Cascade Alliance – SUMMIT



The Orbis Cascade Alliance enables member libraries to advance institutional missions through collaboration and innovation.

- Founded in 1993
- 39 member libraries
- Resource sharing serves over 275,000 students and faculty
- Circulates 253,000 books annually
- Shared systems, workflows and policies

<https://www.orbiscascade.org/>

Portland State University (PSU) - A Snapshot

**Ranked one of the nation's
most innovative universities**

-U.S. News & World Report

STUDENTS

27,670

RESIDENT
UNDERGRAD TUITION

\$9,105

STUDENT-FACULTY
RATIO

18:1

PSU – Fall 2018 Race/Ethnicity		
Asian	2,234	8.2%
Black	916	3.4%
Hispanic/Latino	3,722	13.6%
International Students	1,800	6.6%
Multiple Race/Ethnic	1,663	6.1%
Native American	298	1.1%
Pacific Islander	161	0.6%
Subtotal	10,794	39.6%
White	14,807	54.3%
Declined to Respond	1,684	6.2%
Total	27,285	

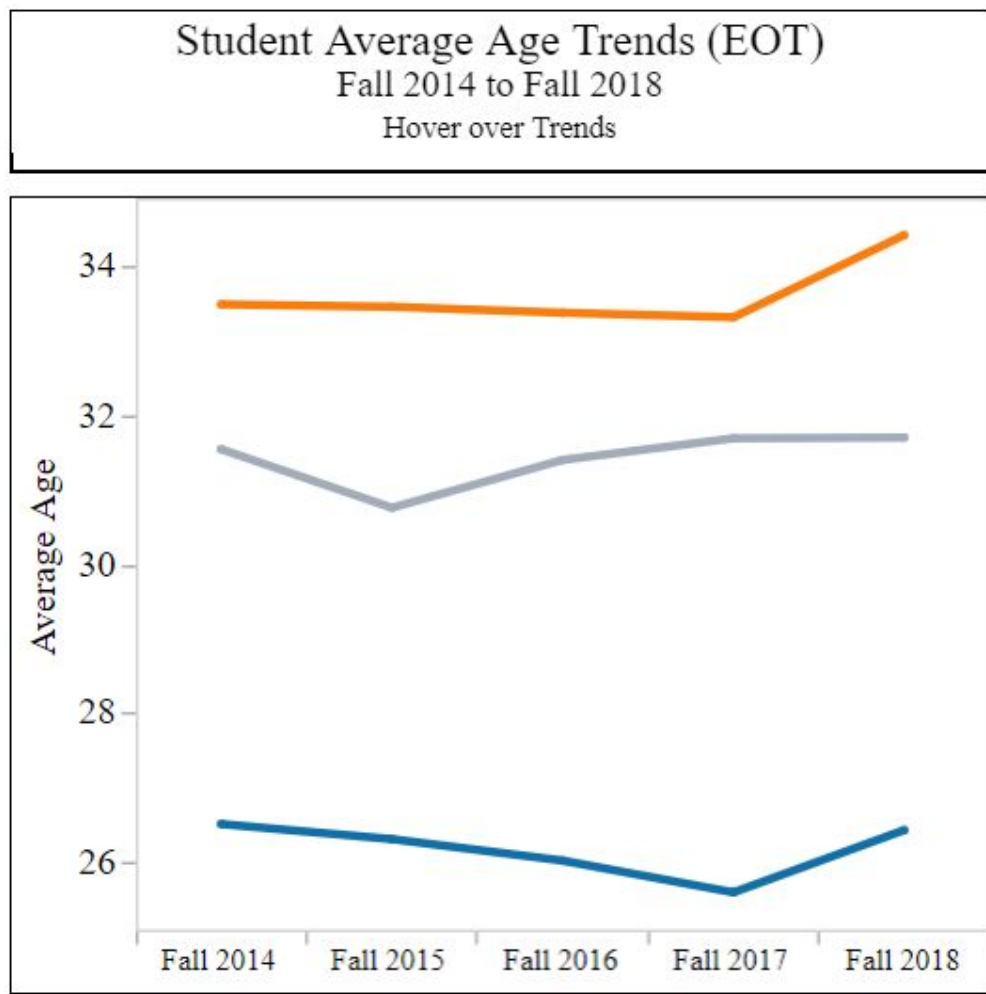
PSU Age Trends 2018

<http://tableau.services.pdx.edu/Students/Student%20Profile.html>

Graduate (top)

Non-Admit (middle)

Undergraduate (bottom)



First Generation Students

neither parent has earned a four year degree

- U.S. Department of Education: Federal TRIO programs, 2010

students who are first in their family to pursue education beyond high school

- National Center for Education Statistics, 2007

Snapshot of First Year Experience Students – Freshmen

First Generation – 52%

Attended high school – 87.3%

Report understanding PSU graduation – 47.5%

Plan to work 1 to 20 hours per week – 58.8%

Financial concern as top concern – 37.9%

Plan to earn a bachelor's degree – 86.9% (Carpenter 2019)

Bachelor's highest degree plan to earn – 41.8%

First Generation College Students – “funds of knowledge”

- Feel like outsiders due to the academic jargon
- Less social capital due to less contextual support from family
- Families provide emotional and moral support for success
- Have family responsibilities and working too
- Typically enroll in public institutions
- Typically avoid getting information from librarians
- Use primarily online reference services and resources
- Have college success skills: self-reflection, self-directed learning, and routine study habits

(Ilett 2019)

New Primo Design Group – January 2016 to August 2016 Launch

Michael Bowman – Assistant University Librarian

Mike Flakus – Lead Web Programmer

Molly Gunderson – Access Services Manager

Allen Hauser – Reference Technician

Tom Larsen – Head of Cataloging and eAccess

Nathan Mealey – Manager of Library Technologies

Kimberly Willson-St. Clair – Reference & Instruction Librarian (Primo Lead)

Universal Design

Creating products, physical spaces, and **websites** to ensure that all people can use them successfully to the greatest extent possible:

- Developed in 1997 by architects, engineers, and environmental design researchers
- Seven principles – including equitable use, flexibility in use, simple and intuitive use
- WCAG guidelines – alternative text, keyboard functionality, color contrast

Keys to Universal Design Online

Less is more

Clear, jargon-free language

Write link descriptions instead of “Click Here”

Avoid contractions, slang or idioms, or abbreviations

Use words rather than color for conveying information

Readable fonts such as Arial or Helvetica, and at least, 12 point

Accessibility

Web accessibility means that people with disabilities can perceive, understand, navigate, and interact with the web and they can contribute to the web.

Many people are affected by inaccessible content: people who are older, people for whom English is a second language, people who are new to using the web, people using older technologies.

– *Shawn Henry, World Wide Web Consortium (2005)*


Accessibility – Rationale


Decisions of the Department of Justice (DOJ) and Office of Civil Rights (OCR) have been affirming the legal necessity of a more proactive and inclusive model for over 10 years.

- Demand for flexible and online learning environments
- Allows for more universal browser compatibility
- Better usability via desktop computers, laptops, and mobile devices






Action Icons




1 Results

1  PRINT BOOK
The language of flowers : symbols and myths
Marina Heilmeyer
Munich ; London : Prestel
2001

 Available at Portland State Library Shelves - Basement (GR780 .H45 2001) >




 CITATION  LINK/URL  EMAIL  MENDELEY/ZOTERO  PRINT  REPORT ERROR

Actions – Citation Management Starting Points


1







PRINT BOOK

Women's status in higher education : equity matters


Elizabeth J. Allan, 1964-
San Francisco, Calif. : Jossey-Bass/Wiley
©2011

 **Available at Portland State Library Shelves -- 3rd floor (LC1567 .A44 2011)** >



Citation Styles Streamlined





PRINT BOOK


The soul of justice : social bonds and racial hubris


Cynthia Willett, 1956-
Ithaca : Cornell University Press
©2001


Send to


CITATION

LINK/URL

EMAIL

MENDELEY/ZOTERO

PRINT


REPORT ERROR

APA (6th edition)

Chicago/Turabian
(16th edition)

MLA (8th edition)

Willett, C. (2001). *The soul of justice : Social bonds and racial hubris* (Cornell paperbacks). Ithaca: Cornell University Press.

 COPY TO CLIPBOARD

Remember to check citations for accuracy before including them in your work.

Open Search

Search is the user's lifeline for mastering complex websites. The best designs offer a simple search box on the homepage and play down advanced search and scoping.

- users control their own destiny
- search is also users' escape hatch when they are stuck in navigation
- eCommerce – Users look for a wide, empty field or a magnifying glass icon

(Nielsen 2001)

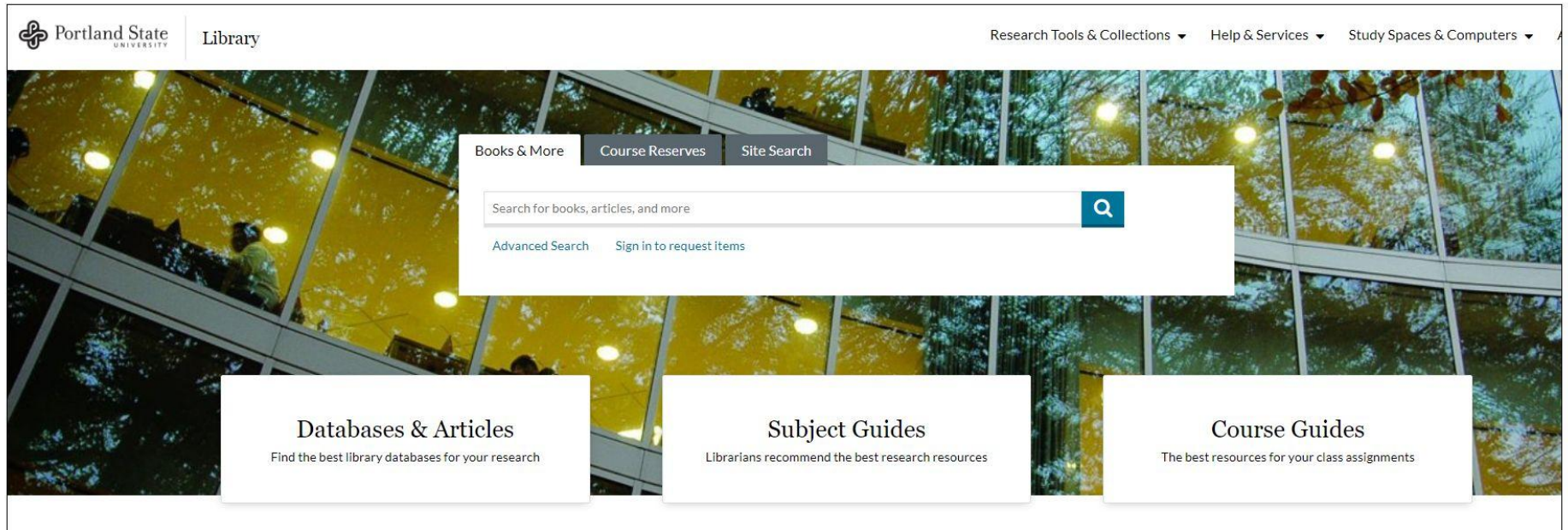
Open Search Field

Restricting search to a specific area of a website can provide better results, faster. But users overlook, misunderstand, and forget about the search scopes.

- When a user does not realize that his search is limited to a section, the consequences are devastating
- Users expect search to include the entire site
- Scoped search forces people to make a decision too soon

(Sherwin 2015)

PSU Library Homepage – Open Search



Two Years of Data with Open Search

Search Scope Type	Year (date)	Sessions
PSU + Summit	2017	511,127
	2018	518,994
	2019	140,065
PSU only	2017	76,967
	2018	50,396
	2019	15,614
PCI, PSU, Summit	2017	1,176,378
	2018	1,104,787
	2019	262,206

Universities & Colleges that Use Open Search

[Portland State University Library](#)

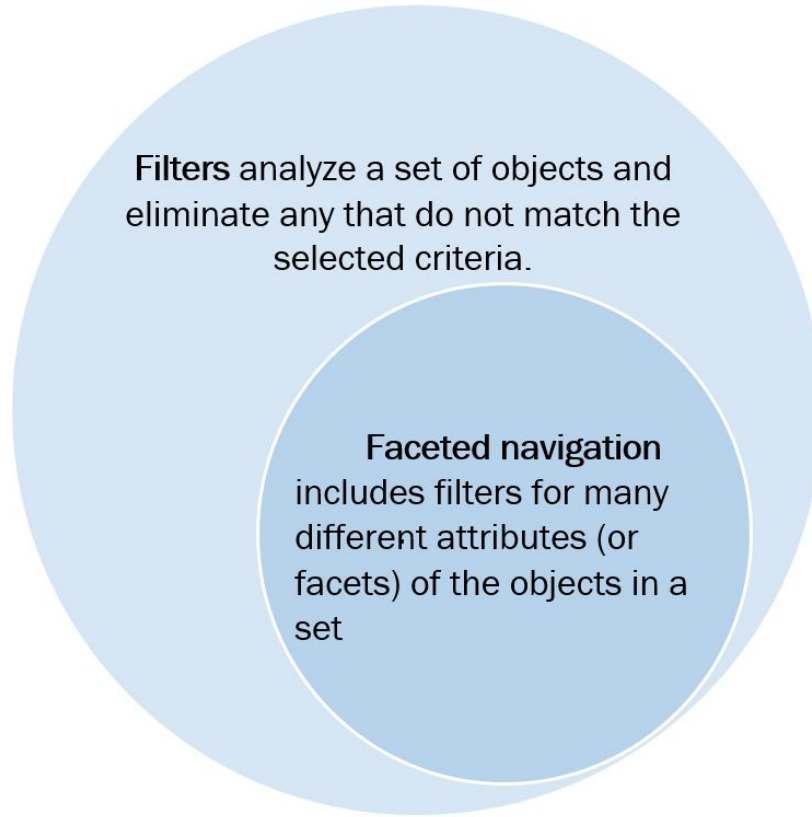
[University of Washington Libraries](#)

[Lewis & Clark College – Watzek Library](#)

[Concordia University Libraries](#)



Faceted Navigation



(Whitenton 2014)

Filters – Above the Fold

Availability (Top Level)

Course Number and Name

Course Instructor

Resource Type

Date

Sign in to request items [Sign in](#) [DISMISS](#)

PAGE 1 1,063 Results

Refine My Results

Sort by Relevance ▾

Availability ^

- ☐ On Library Shelves (3)
- ☐ Peer Reviewed Journals (412)
- ☐ PSU Online Resources (881)
- ☐ Open Access

Course Number and Name ^

- ☐ UNST 150.001 : Race & Social Justice (3)

Course Instructor ▾

Resource Type ^

- ☐ Articles (495)
- ☐ Newspaper Articles (414)
- ☐ Reviews (91)
- ☐ Print Books (27)
- ☐ Dissertations & Theses (16)

[Show More](#)

Date ^

From To

☐ 1995 2019 [Refine](#)

1 PRINT BOOK
Afrofuturism 2.0 : the rise of astro-blackness
Reynaldo Anderson, 1964- editor. Charles E. (Charles Earl) Jones, 1953- editor.
Lanham, Maryland : Lexington Books
2016
[Available at Portland State Library Circulation Desk Reserves \(CB235 .A35 2016\)](#) >

2 ARTICLE
Afrofuturism
Bennett, Michael
peer_reviewed
Computer, April 2016, Vol.49(4), pp.92-93
 PEER REVIEWED
[Online Access](#) >

3 ARTICLE
Afrofuturism
Heinz, Lauren
The British Journal of Photography, Nov 2015, Vol.162(7841), pp.56-61
[Online Access](#) >

4 NEWSPAPER ARTICLE
Afrofuturism.(Afrofuturism: The World of Black Sci-Fi and Fantasy Culture)(Brief article)(Book review)
Midwest Book Review
Internet Bookwatch, 2014, p.8(1)
[Online Access](#) >

5 NEWSPAPER ARTICLE
Afrofuturism
Internet Bookwatch, April, 2014, p.8(1)

Filters – Below the Fold

Author

Topic


Composer


Language


Journal Title


Classification LCC


Author ^

☐ Anonymous (28) 

☐ van Veen, Tobias (8) 


☐ Tobias C. van Veen (7) 


☐ Lewis, George (6) 


☐ Lavender, Isaiah, III (6) 


Show More


Topic ^

☐ African Americans (85) 

☐ Languages & Literatures (84) 

☐ Afrofuturism (78) 

☐ Science Fiction (58) 

☐ Women'S Studies (51) 


Show More


Composer v


Language v


Journal Title v


Classification LCC ^

☐ P - Language and literature. (14) 

☐ M - Music. (6) 


☐ N - Fine arts. (6) 

☐ C - Auxiliary sciences of history (1) 


☐ G - Geography, Anthropology. Recreation. (1) 

Show More


ARTICLE

 **Afrofuturism**
Heinz, Lauren
The British Journal of Photography, Nov 2015, Vol.162(7841), pp.56-61
[Online Access >](#)



4

 **Afrofuturism. (Afrofuturism: The World of Black Sci-Fi and Fantasy Culture)(Brief article)(Book review)**
Midwest Book Review
Internet Bookwatch, 2014, p.8(1)
[Online Access >](#)


5

 **Afrofuturism**
Internet Bookwatch, April, 2014, p.8(1)
[Online Access >](#)


6

 **ARTICLE / multiple sources exist. see all**
Afrofuturism and the Technologies of Survival
Hamilton, Elizabeth;
peer_reviewed
African Arts, 2017, Vol.50(4), pp.18-23
 PEER REVIEWED
[Find & Request >](#)

7

 **EBOOK**
Afrofuturism : the world of black sci-fi and fantasy culture
Ytasha Womack
Chicago : Chicago Review Press
2013
[Online Access >](#)

8

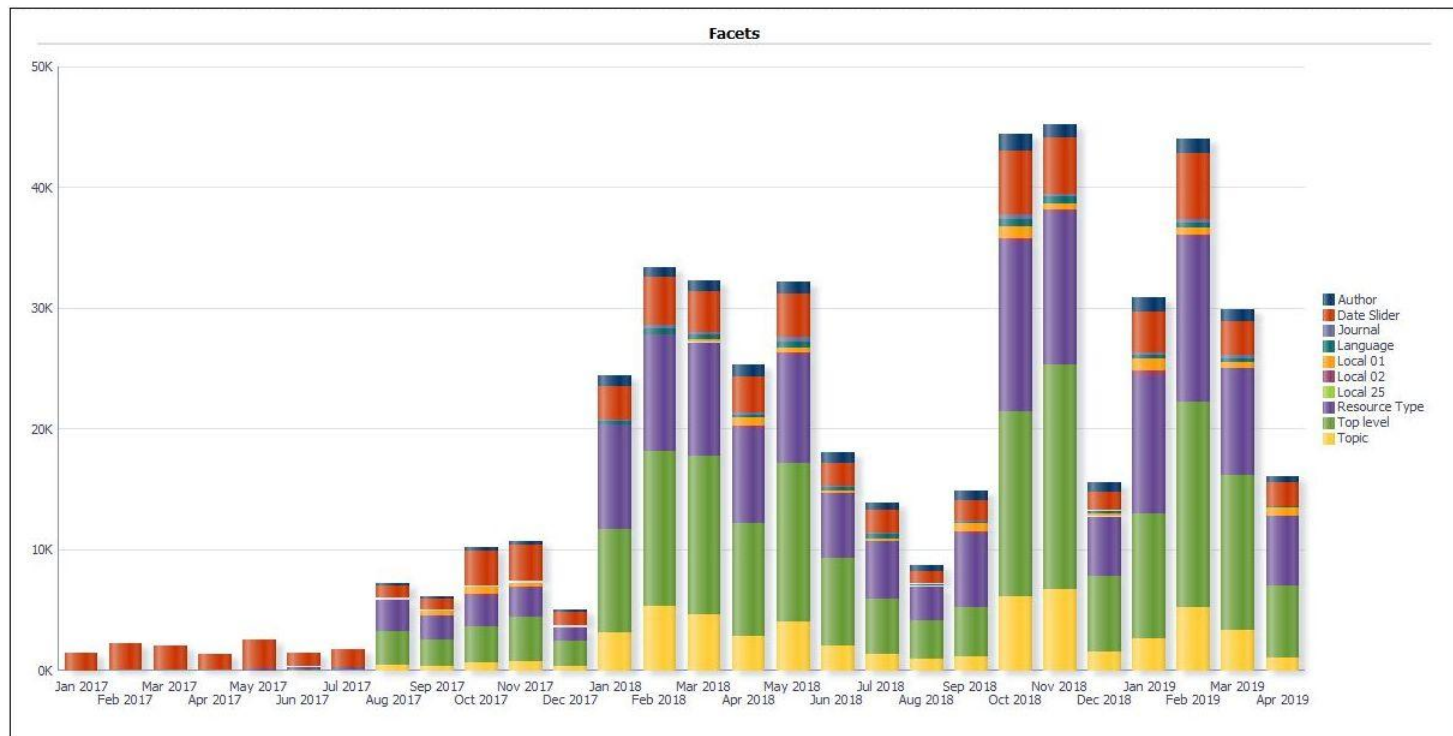
 **PRINT BOOK**
A pure solar world : Sun Ra and the birth of Afrofuturism
Paul Youngquist, author.
Austin : University of Texas Press
2016
[Available at Portland State Library Circulation Desk Reserves \(ML410.S978 Y68 2016\) >](#)

10 Facets (Filters) – January 2017–April 2019

Top Level

Resource
Type

Date Slider



Facets – An October Comparison

Facets	October 2017	October 2018
Top Level (Availability)	2,991	15,350
Resource Type	2,464	13,996
Date Slider	2,925	5,336

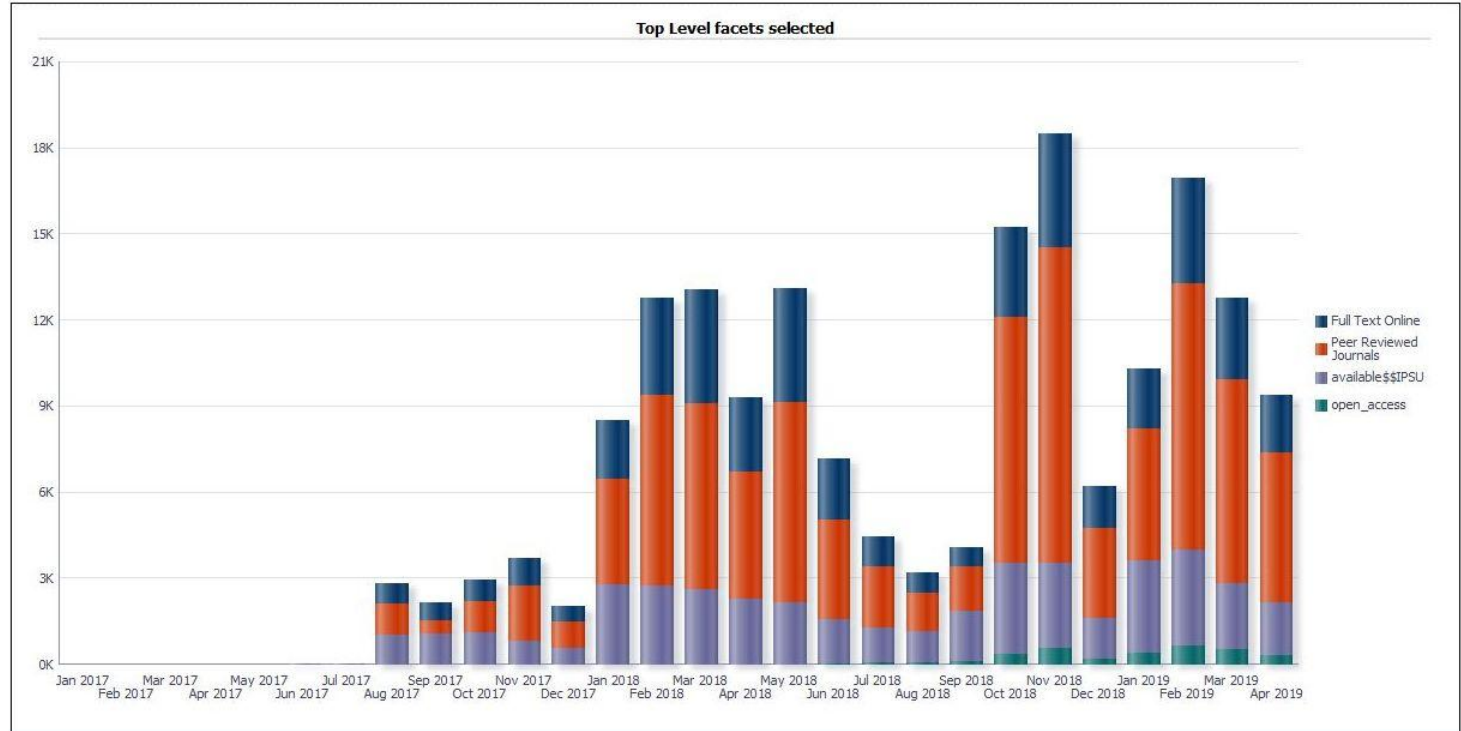
Top Level (Availability) – January 2017–April 2019

Full Text Online

Peer Reviewed Journals

Available PSU

Open Access



Availability (Top Level) Facets – A November Comparison

Facets	November 2017	November 2018
On Library Shelves	857	2,975
Peer Reviewed Journals	1,896	10,955
PSU Online Resources	981	3,987
Open Access		598

Sticky Facets – Game Changer

racism "social justice"

Books, Articles & More

Sign in to request items [Sign in](#) [DISMISS](#)

Active filters

Years: 2008-2018

eBooks

PSU Online Resources

Civil Rights

[Reset filters](#)

Refine My Results

Sort by Relevance


Date

From To

☐ 2008 2018 [Refine](#)

2 Results

1



EBOOK

A Match on Dry Grass: Community Organizing as a Catalyst for School Reform


Warren, Mark R. ; Mapp, Karen L.

2011

Oxford University Press, 2011

[Online Access](#)

2



EBOOK

America's Urban Crisis and the Advent of Color-Blind Politics: Education, Incarceration, Segregation, and the Future of the U.S. Multiracial Democracy

Ivery, Curtis, Ed. ; Bassett, Joshua, Ed.

2011

Rowman & Littlefield Publishers, Inc., 2011

[Online Access](#)

Sticky Facets – Searching as Strategic Exploration

The screenshot displays a search interface with a search bar at the top containing the text "social justice" diversity. Below the search bar is a yellow navigation bar with the text "Sign in to request items" and a "Sign in" button. The main content area shows "PAGE 1 16,158 Results". On the left, a sidebar titled "Active filters" is highlighted with a red box, containing three filters: "Reviews" (with a lock icon and a close button), "Years: 2015-2019" (with a lock icon and a close button), and "Peer Reviewed Journals" (with a lock icon and a close button). Below these filters is a "Reset filters" button. Under the "Active filters" section is a "Refine My Results" section with a "Sort by" dropdown menu currently set to "Relevance". The search results on the right include a document icon, the text "ARTICLE / multiple sources exist. see all", and the title "Social Justice Mentoring: Supporting the Development of Future Leaders for Struggle, Resistance, and Transformation" in bold. Below the title is the author "Neville, Helen A", the status "peer_reviewed", and the publication information "The Counseling Psychologist, January 2015, Vol.43(1), pp.157-169". There is also a "PEER REVIEWED" badge and an "Online Access" link.

"social justice" diversity

Sign in to request items [Sign in](#)

Active filters

- Reviews** ×
- Years: 2015-2019** ×
- Peer Reviewed Journals** ×

[Reset filters](#)

Refine My Results

Sort by Relevance ▾

PAGE 1 16,158 Results

1 ARTICLE / multiple sources exist. [see all](#)

Social Justice Mentoring: Supporting the Development of Future Leaders for Struggle, Resistance, and Transformation

Neville, Helen A
peer_reviewed
The Counseling Psychologist, January 2015, Vol.43(1), pp.157-169

PEER REVIEWED

[Online Access](#) >

Primo Next Steps

- Usability – Spring 2020
- Add chat box
- Continual striving for accessibility

Endnote

Many thanks to Michael Bowman, assistant university librarian, as well as Allen Hauser, reference technician, and Richard Mikulski, government information librarian, for helping us navigate and comprehend Primo Analytics at the Portland State University Library.

Accessibility Resources

508 Compliance Law:

<https://www.section508.gov/content/learn/laws-and-policies>

WCAG 2.0 AA Compliance: <https://www.w3.org/TR/WCAG20/>

Portland State University Accessibility: <https://www.pdx.edu/accessibility/>

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Framework for information literacy for higher education. (January 11, 2016). Association of College & Research Libraries: A Division of the American Library Association. Retrieved from <http://www.ala.org/acrl/standards/ilframework>

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Thank You & Questions?

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